

Cohort XX

Milwaukee Homeless Investigation - March 2012

SCRIPT FOR CALLING

- I am calling in my role as a doctoral student in the Cardinal Stritch University School of Leadership, Learning and Service and our class is studying the issue of homelessness. I am calling to see if you and your organization could help us in this process.
 - Specifically:
 - Would you allow a group of 5-7 students visit your organization to learn more about your work regarding the issue of homelessness in Milwaukee and about your organization's leadership and learning?
 - On March 17, 2012 morning visit for 2 -5 people (must be at campus by 2 pm)
 - On June 22, from 8 a.m. - noon, visit for 10-15 people?
 - On June 27, 8 a.m. - noon, to have a representative serve on a Panel Discussion for 120 doctoral students?
 - Could you tell me more about how your organization addresses the issue of homelessness so that I can summarize your work for my classmates?
 - What would you suggest be the focus of our student study?
- Details
 - On March 17, 2012 morning visit for 2 -5 people (must be at campus by 2 pm)
 - Summer Institute visit (last week in June)
 - ½ day visit for 10-15 people
 - Rep to visit for a panel discussion about Homelessness

Study Team (Liz)	1. Educational Access (K-12) & (12-16) 2. Health Care
Study Team (Keith N.) Study Team (Maribeth)	6. Emergency Resources 4. Housing/Shelter
Study Team (Bill, Laura, & Jennie)	3. Mental Health/Addictions 8. Spiritual Needs
Study Team (Angela F.)	5. Proactive Planning/Prevention 7. Work Force Development
Study Team (Barbara L.)	9. Youth Issues (LGBTQ, Gender, Young Adults) 10. Veterans

CONFIRMED SITES (What site / phone number / Cohort 20 Contact)

- **Mr. Al Holmes (formerly of Center for Veterans Issues) now with My Father's House, Inc. (4900 West Fond du Lac Avenue) time open.....need to confirm the time with**

him at 414-418-4788

- **Unfortunate Information - I received a call from Mr. Al Holmes stating he has to be in Whitewater, WI on Saturday from 9:00am to 4:00pm. He wanted to reschedule to another day, possibly Sunday if those who were going on Saturday are available. I informed him this would be difficult considering some cohort members are not from Milwaukee and there is no class on Sunday. I am interested in knowing what direction I should go with this one, considering he is still interested in participating?**
- Guest House - **Keith C.- is confirmed for March 17th 2 10:00AM, Eric(contact) is sending me a application to get more information about the group. I will share this information in Feb** **Info needs to be shared out**

Wisconsin Community Services:

- Contact is:
Janet A. Wimmer, MSW, CAPSW (Cohort 18)
Behavioral Health Services Administrator
Wisconsin Community Services, Inc.
3732 W. Wisconsin Avenue, Suite 200
Milwaukee, WI 53208
Office: 414-343-3528
Cell: 414-235-1931
- We will start at their main mental health site (37th & Wisconsin), and move to the AODA outpatient clinic (approximately 35 block apart on 2nd & Wells).
- Should take no more than 2 hours with travel time and Q & A with staff. Time needs to be confirmed, and they will schedule their Saturday client groups around our time.
- There will be no clients visible at the AODA site, due to federal law (42 CFR).agency will attend and participate in summit.
Located 5 minutes from City Center Campus.
Lunch is available, but we may prefer to bring something in.
Potential client maybe available for interview, but confidentiality forms must be signed by Stritch students.
Maribeth will make copies of brochures and other documents provided.

The Emergency Lodge is a 120 bed facility for homeless individual and families. Programs that operate within this facility include: EL Homeless Shelter, Children's Development Program, Respite Care Program, Employment Assistance and Homeless Medical Clinic.

Within the Milwaukee County and surrounding county area, The Salvation Army also has developed a continuum of services for the prevention of homelessness and supportive housing programs: Protective Payee Program, Rapid Re-Housing, Winterstar Transitional Housing and Roots Permanent Housing.

The Adult Rehabilitation Center provides housing, work therapy and rehabilitation services for men with alcohol and drug abuse and other social needs. (???? for JUNE)

A range of additional services that support at-risk families include: Emergency Assistance Program, Food Pantry, Fee the Kids, Coats for Kids and Toy Shop during the Christmas season.

- **Repairers of the Breach-cohort contact: Angela**
 - **1335 West Vliet**
 - Homeless people willing to speak about their experiences
 - 130-140 people serviced a day
 - Cardinal Stritch has been involved with this organization through Campus Ministry

- Confirmed for June, too.
- Angela needs to finalize logistics (specific goals, times with them).

POSSIBLE SITES FOR JUNE in addition to the above sites:

DENIED SITES (What site / phone number / Cohort 20 Contact)

- St Ben's Clinic - The Homeless (meal site which offers primary care clinic and community outreach programs; is affiliated with Columbia St. Mary's Hospital and partners with Health Care for the Homeless Milwaukee). 1027 N 9TH St, Milwaukee, WI (414) 765-0606
 - Spoke with Brother Dave, They are having an "Urban Plunge" that day (3/17); sort of a 24-hour experience as a homeless person with guided staff discussion. They would be interested in working with us u the June gig - needs firmer plans to decide if they can participate. Small group - just 3 staff!

SITES BEING EXPLORED (What site / phone number / Cohort 20 Contact)

- Healthcare for the Homeless / 414-374-2400 / Liz Gross will contact her friend Kaelin, who works there.
 - Mike called me back today (2/28/12). I'm emailing him more information about participating in June. He sounds interested, but needs to run it by his boss.
- Project Q/LGBTQ Center - ***have calls in to the Interim Executive Director, Sheldon Walker, and the Project Q Program Coordinator. The Center is undergoing a management change and is in a budget deficit/crisis so resources are limited. Still working on them however. - Jennie***
- Sojourner Truth House/Advocates - Carmen Pitre, Executive Director - ***Have left two messages for Carmen Pitre, Executive Director. Nothing back yet.***
- Alverno College - ***Have left messages and emails with Virginia Wagner, Director of Student Affairs, Dawn Balistreri, Instructor, and Leticia Kelley, Coordinator of Student Activities. Nothing back yet.***
- Repairers of the Breach - Laura/Angela
- MATC - Rodney
- Urban Education UWM School of Social Welfare - Kathleen
- Salvation Army Emergency Center - Maribeth-I have meeting on 2/10 to confirm details of visit, exact address, etc. with program staff.
- House of Peace - Rodney
- Veterans Issues (Al Holmes) - Shalon (***Met with Mr. Al Holmes Thursday, January 26, 2012 - Very interested in participating. Expressed he was a homeless vet upon return from the Vietnam War and is passionate about the issues (there are many).***
SEE NOTE ABOVE)
- Froedert Hospital - ***Pat I spoke with a representative in admitting the only treatment they have is referred to as Charity Care. It is based on income. They work with My Home Your Home***
- City Planning - Brenda
- Social Development Commission -Angela Contact person: Diane Robinson Community Relations Manager 414-906-2804 (***Left two messages as of Thursday 2/16,) As a back up plan. I have a new site and one confirmed person for panel and site visit.***

- **Repairers of the Breach-Milwaukee's only daytime shelter and resource center for the homeless. Homeless, Not Hopeless 1335 West Vliet . -Very close to City Center 934-9305. Board member Stritch-Campus Ministry- John Mentz-410-4722 Awareness of Homeless. Waiting on approval/confirmation for March 17. Johnalyn Paden and Mr. Brown. Yes,for Panel in June-homeless quest as well.**
- **Marquette University - *Have contacted Dr. L Christopher Miller, VP for Student Affairs and Rev. D. Edward Mathie, S.J. with Campus Ministry. Nothing back yet.***
- **Homeless Liaison for Milwaukee Public Schools - Synthia Taylor, "I will contact Janis Shogren (414) 777-7838 & Cathy Klein (414) 475 - 8532"**
- **Milwaukee Rescue Mission- Keith Carrington- left a message for the director of the volunteer program. I hope to speak to her on Monday to confirm the visit in March and June/July-just in case you wanted to know, they have a choice school and programs for men, women, and families, very interesting**
- **Continuum of Care - Milwaukee, WI Monthly meeting for possible involvement.**

Contacts NOT claimed...

- **Community Advocates??? Sharon - I am planning to attend a meeting regarding the homelessness issues sponsored by Community Advocates, Inc. Continuum of Care program. It will be held on Friday, January 27, 2012 at 9:30a.m. at the Hillside Family Resource Center.**
- **Hope Street Ministries???**
- **Walkers Point???**
- **Pathfinders??? Pat contacted Pathfinders, awaiting a reply (Tals to Todd Witt at Pathfinders)**
- ******Let me know where things are at with Alverno - this is where I teach and if I can be of any help - let me know. When I left this afternoon Alverno was not on the list or I would have put my name on it. Thanks - Laura Moranchek******

Note: Kathleen met with Dr. Frontier, who suggested the following sites (several of which we are already exploring):

- *Mr. Bob's under the bridge - Cedarburg*
- *St. Ben's meal program (already declined)*
- *Repairers of the Breach (already being explored)*
- *Southside Women's Shelter (Walker's Point)*
- *Pathfinders (already on our list, to be claimed)*
- *Cross Lutheran Church*
- *Marquette University (already being explored; Tony mentioned their homelessness conference in Milwaukee through Urban Planning/Research - Social Welfare)*
- *Stritch (Dr. Frontier suggested that we could visit universities during the week before March*

17th, and visit other service site locations during the March Institute weekend)

HIGHER ED SITES COMPLETED: STRITCH AND UWM - BOTH ON MARCH 16TH

CARDINAL STRITCH UNIVERSITY (Cohort Contact: Kathleen O.)

Site Contact: Rev. Dr. Trinette McCray, Executive Director, Center of Calling and Engagement, Cardinal Stritch University

<http://www.ministerscouncil.com/Together%20in%20the%20Lord/McCrayInfo10.aspx>
<http://www.stritch.edu/Content.aspx?id=548&terms=center+for+calling+and+engagement>

VISIT DETAILS: *Site visit completed as scheduled on Friday, March 16th, from 9:30 a.m. to 11:15 a.m. with Rev. Dr. Trinette McCray, Executive Director of the Stritch Center for Calling and Engagement. Rev. Trinette included collaborative information from Jon Metz, Director of Campus Ministry at Stritch; Campus Ministry works with Repairers of the Breach and that is one of our site visits on Saturday, March 17th. Rev. Trinette introduced Sean Lybeck-Smoak, Assistant Director of Vocation Programs during the on-site visit, as well as providing an opportunity to meet a student involved in experiential learning through the Center for Calling and Engagement.*

*Rev. Dr. Trinette V. McCray
Executive Director
(414) 410-4152
E-mail: tvmmcra@stritch.edu*

*Sean Lybeck-Smoak
Assistant Director of Vocation Programs
(414) 410-4730
E-mail: slsmoak@stritch.edu*

Cohort members participating in the site visit: Kathleen (on-site) and Angela (via conference call)

Follow-up: Visit completed, including interview, tour and opportunity to meet center leadership staff plus a student. Kathleen has information to share from Rev. Trinette regarding the Center for Calling and Engagement, their Stritch Urban Fellows Program, and the Resource Library at the Center for Calling and Engagement. The scope of the visit was the Senge Institute questions related to organizational learning, plus organization initiatives related to homelessness in an effort to inform our cohort development of the case study for the Summer Institute in June.

Rev. Trinette will be available for the larger Summer Institute group in June. Those who visit the Stritch Center for Calling and Engagement in June will also be meeting with Campus Ministry and other campus collaborators. They do work with Guest House as well as Repairers of the Breach and several other agencies that serve the homeless including the Milwaukee Rescue Mission, Pathfinders, the Benedict Center, and the Open Door Cafe at St. John's Cathedral. They coordinated a bus trip for a couple hundred people at a conference, to visit sites. Rev. Trinette would be willing to share ideas if that route is needed in June in terms of transportation for our 120 doctoral students at the Summer Institute.

Rev. Dr. Trinette McCray is available for the panel at Summer Institute as well, and may even be a

great general speaker to open the day on June 27th at our Summer Institute!

UNIVERSITY OF WISCONSIN-MILWAUKEE (Cohort Contact: Kathleen O.)

Site Contact: G. Scott Davis, Researcher, Center for Urban Initiatives and Research (CUIR), University of Wisconsin-Milwaukee.

<http://www4.uwm.edu/cuir/research/scottdavis.cfm>

<http://www4.uwm.edu/cuir/about/>

***VISIT DETAILS:** Site visit completed as scheduled on Friday, March 16th, from 1:00 to 2:30 p.m. with G. Scott Davis, Researcher, UWM Center for Urban Initiatives and Research (CUIR), and Terry Batson, Associate Director, CUIR. Scott and Terry provided an opportunity for our group to meet and speak with Peter Maier, Acting Director, CUIR during the on-site visit, as well as providing an opportunity to tour the center and meet staff present.*

Research Services



[Peter E. Maier](#)

Acting Director
Associate Scientist
(414) 229-5928
pem@uwm.edu



[Terry Batson](#)

Associate Director
(414) 229-3104
tbatson@uwm.edu



G. Scott Davis
Researcher
(414) 229-4847
davisgs@uwm.edu

Cohort members participating in the on-site visit: Kathleen O., Mark G., Liz G., Melissa L., Sharon A.

Follow-up: Visit completed, including interview, tour and opportunity to meet center leadership and research staff. Kathleen, Mark G., Liz, Melissa and Sharon completed this higher ed visit at **the** UWM Center for Urban Initiatives and Research. We met with G. Scott Davis, Researcher with a focus on homelessness; Terry Batson, Associate Director, and Peter Maier, Acting Director. Our group has a wealth of information to share, including a treasure trove of research related to homelessness from G. Scott Davis, who specializes in this area of research (17 files posted on our cohort wiki). We received copies of valuable resources related to LGBT homeless youth including a pilot study and possible access to a documentary titled "Out of Respect."

The scope our visit was the Senge Institute questions related to organizational learning, plus organization initiatives related to homelessness in an effort to inform our cohort development of the case study for the Summer Institute in June.

Terry Batson, Associate Director, will be available for the larger Summer Institute group in June. G. Scott Davis will be out of the country.

G. Scott Davis recommended Dr. Janice (Jan) Wilberg, Consultant with Milwaukee Continuum of Care (CoC), as a Summer Institute panelist. Kathleen will be following up with her when details are available in the weeks to come; Scott already made the referral for us.

<http://jwilberg.com/>

<http://www4.uwm.edu/letsci/urbanstudies/greer/greer2006.cfm>

Additional Resources:

<http://epic.cuir.uwm.edu/cuir/homelessness/links.html>

Scott Davis mentioned a Poverty Needs Assessment they completed with SDC - a mixed methods research study addressing homeless needs in 8 areas (which could be categories for our Case Study development). There were 1000 people involved in that project. http://www4.uwm.edu/cuir/resources/newsletter/upload/RandO17_2.pdf

Scott also mentioned the 2011 Point-in-Time Survey released in January 2012; every odd year in Milwaukee, and every year or more frequently in abbreviated form, a homeless count is conducted so there are a lot of demographic profiles available in the report) <http://milwaukeeecoc.org/MilwaukeePointinTime2011.pdf>.

Milwaukee Continuum of Care (CoC) developed the 10-year plan to end homelessness, available at: <http://cathedral-center.org/news/news/cc10yrplan.pdf>

Another source from Tony: "The human experience" documentary and Homaro Cantu -- formally homeless, now a revolutionary chef.

MARCH QUESTIONS

Investigation of learning disciplines that build and sustain learning organizations.

1. What is the nature of the discipline of _____ ?
2. What would the discipline of ____ look like in the context of:
 - An organization?
 - My organization?
 - Our cohort?
3. What would/should leaders do to develop the discipline of _____ in:
 - An organization?
 - My organization?
 - Our cohort?
4. What are implications of the discipline of ____ for research in leadership, learning and service?

- Higher Ed Schedule: Friday, March 16th
 - 9:30 AM: Stritch Site Visit
 - 1:00 PM: UWM Site Visit
- Cohort Schedule: Saturday, March 17th
 - 8:00 AM - 9:30 AM: Opening Activity at the City Center (entire cohort)
 - 9:30 AM - 10:00 AM: Travel Activity/Transportation to Sites (carpool)
 - 10:00 AM - 12:00 PM: Visit 4 Community Sites in Groups of 5-7
 - 12:00 PM - 1:00 PM: Lunch at Sites/In Groups (on our own)
 - 2:00 PM - 4:00 PM: Debriefing Activity at the City Center (entire cohort)
- Summer Institute Experience

Questions for Mette:

- What is our purpose? Are we asking the above questions? Learning about homelessness? Both?
 - Focus on the questions as related to the Disciplines of Senge
- Must higher ed group go only to higher ed sites? Does the Cardinal Stritch Campus Ministry count?
 - We should have a higher ed site(s) for the summer.
 - In the summer -- some service should be part of what we do.
- What will be the site visit dates for the summer institute? It would be helpful to know by our March visit.
 - second Friday for visits June 22 (there are three Fridays)
 - second Wednesday panel June 27
- Can we make monetary donations to orgs if desired?
 - \$200 for a budget
 - YES -- contact Denise

Sign up for Planning March Activities

	Opening Activity	Post Activity	Framework for visit	Summer Institute	Donation/ Thank you
	Marcus	Lisa	Liz	Synthia	Chris
	Maribeth	Bridget	Mark H	Keith N	Bill
	Shalon	Mark G	Tanya	Abdul	
	Kathleen	Barbara		Keith C	
		Laura		Brenda	
				Wendy	

Food -- on your own

Higher Education Site Visits: Friday, March 16th

Cardinal Stritch University Center for Calling and Engagement	University of Wisconsin-Milwaukee Center for Urban Initiatives and Research
Kathleen*	Kathleen*
Angela	Mark G.
	Liz
	Melissa
	Shalon

Community Site Visits: Saturday, March 17th

Center for Veterans Issues	Guest House	Salvation Army	Repairers of the Breach
Shalon*	Keith C.*	Maribeth*	Angela*
Jennie	Chris	Synthia	Brenda
Mark H.	Kathleen	Wojo	Wendy
Lisa	Mark G.	Melissa	Bridget
Laura	Abdul	Pat	Marcus
	Barbara	Keith N.	Liz
		Rodney	
		Bill	

Processing Team A	Processing Team B	Processing Team C	Processing Team D	Processing Team E
Shalon	Keith C.	Bill	Synthia	Angela
Chris	Liz	Melissa	Brenda	Jennie
Keith N.	Maribeth	Wendy	Laura	Kathleen
Wojo	Bridget	Mark H.	Mark G.	Rodney
Marcus	Lisa	Abdul	Barbara	Pat

Sample email for organizations (will be finalized when we get more information from faculty about summer institute, hopefully by February 22):

Dear Organization,

Thank you for agreeing to serve as a site for the Senge Learning Institute, an activity for second year students in the Cardinal Stritch University doctoral program in Leadership, Learning and Service.

We will be participating in a day-long learning experience, approximately two hours of which we will spend getting to know your organization. The purpose of this institute is to learn more about how organizations operate, focusing specifically on five areas of organizational planning.

All of the organizations we are visiting do work with the homeless population in Milwaukee. In addition to our institute in March, we will be revisiting the issue of homelessness in Milwaukee during our summer course in June.

March Site Visit

A group of approximately five students will arrive at your organization on Saturday, March 17 at _____ a.m. We would like the opportunity to meet with one or more leaders of your organization, preferably with some time in an area that conducive for discussion. The following questions will guide our discussion:

- What does your organization do to contribute to the personal and professional development of your staff and volunteers?
- How does your organization work to make sure all employees and volunteers are working towards the same vision?
- How does your organization acknowledge, embrace, and challenge the different worldviews of your staff and volunteers?

- How does your organization provide opportunities for people to work together in teams?
- How does your leadership integrate all of the organization's functions into a cohesive structure?

We anticipate needing a minimum of one hour for this discussion. We've allocated two hours for the visit, and would like you to spend the remainder of our time learning more about how your organization serves the community. This could be a tour, opportunity to serve some of your clients, or continued discussion with staff of your organization.

June Site Visit

We would also like the opportunity to work with your organization during our summer course in June. Our class will be creating a case study involving homelessness in Milwaukee. As we investigate the case study, we would bring another group to your organization (approximately 10-15 people) with the expressed goal to learn more about what you do and get your perspective on the case study. This visit would occur on Friday, June 22. We will provide more details about this visit in the coming months.

As a final activity for our case study, we would like to invite a representative of your organization's leadership to participate in a panel at Cardinal Stritch University on Wednesday, June 27. This panel would occur sometime during the day (between 9 a.m. and 4 p.m.). Again, more information will be provided at a later date.

If you have any questions about your participation in our class projects, please let me know. I'd like to thank you once again for agreeing to participate in this project. We sincerely hope the work we do in June will help contribute to the great work already being done to eradicate homelessness in and serve the people of Milwaukee.

Sincerely,

This is a framework for you to use during your visit to take notes or for conversation with your team afterwards- Liz, Mark, and Wojo

Evidence of...	My Father's House	Guest House	Wisconsin Community Service	Salvation Army	Repairers of the Breach
Personal Mastery					
Team Learning					

Shared Vision					
Systems Thinking					
Mental Models					